

## Transcript: Justin

**Mills-4805911229677568-6637491443122176**

### Full Transcript

Hello. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, uh, Justin. This is, uh, Kaleb Price. Um, I'm, I'm trying to figure out, uh, 'cause I work for this company in Boonville, Arkansas and I'm supposed to get health insurance. And I think this is the, this is the, uh, uh, like... Are y'all, like do y'all provide health insurance for companies and stuff? For the benefit administrators, for staffing agencies, yes. Oh, okay. 'Cause I'm trying to get a card, like a health insurance card for... I think it's you guys. And, uh, I, I, I'm supposed to get health insurance but, like, I, I don't really know if my... It said... Like I tried logging in and setting up the account, but it says my account and dis- is disabled for some reason. And I'm s- I... Like I'm sick. Like I'm sick right now and I've been throwing up, like... I, I threw up like five times yesterday and I threw up twice this morning. Okay. And I- I can possibly email you your ID cards. What's the staffing agency you work for? Uh, it's WorkSource, uh, and it's for Rock-... I work for WorkSource and it's at Rockline in Boonville, Arkansas. Okay. So the WorkSource and the last four of your social? Se- 7643. And for security purposes, can you verify your home address, including city, state and zip code, Kaleb? Uh, yeah. Uh, well, it depends on which one, 'cause I have two addresses. Okay. Um- Um, I, I live... I, I stay at 6701 Dallas Street, Apartment Number 7. And the zip code is Fort Smith, Arkansas 72903. Okay. That's the address I had on file. And confirm your date of birth? August 08, 27, 1997. And I guess the telephone number I have is 479-401-7351? Yes. And the email I have is kalebp538@gmail.com? Yes. Okay. Well, here. Do you mind if I place you in a brief hold while I email you your ID cards? Uh, no, that's fine. You can go ahead and do that. Hello. Are you still there? Yeah. I'm still here. Awesome. Thank you for not holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Yeah. It says, "Thank you for contacting Benefits. Attached is PDF file with a copy of your ID card." So, th- this, this is the health insurance that I'm supposed to be getting through the company? Or that you already have through the company, yes. Yeah, yeah, yeah, yeah. Uh, so it says, uh, for a list of dental providers, um, for a list of medical providers, okay? Uh, okay. Let's see. Okay. Yeah, I got it. Uh, thank you. You're welcome. You have a great day, Kaleb, okay? Is it- Yeah. So I can, I can see s- I can see someone today using this card, or using this, uh, online stuff, right? Correct. 'Cause, 'cause I've been sick and I've been trying to get... I've, I've been, like, my, my throat's been hurting. I've been throwing up and I've been trying to see someone because I had to skip out on work last night 'cause I was throwing up all day yesterday. Um, yes, sir. So, like I... Uh, so there are telephone numbers in the email. Um, so once you do call that medical provider number, provide them with your zip code and they can give you a list of providers that will accept the insurance and all of your information is on those ID cards. All

right. I'm at a urgent care right now. That's why I'm a- I'm asking. Thank you. Thank you for- You're welcome. You have... You're welcome. You have a great day, okay? I'll try. All right. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Hello.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker\_0: Hey, uh, Justin. This is, uh, Kaleb Price. Um, I'm, I'm trying to figure out, uh, 'cause I work for this company in Boonville, Arkansas and I'm supposed to get health insurance. And I think this is the, this is the, uh, uh, like... Are y'all, like do y'all provide health insurance for companies and stuff?

Speaker speaker\_1: For the benefit administrators, for staffing agencies, yes.

Speaker speaker\_0: Oh, okay. 'Cause I'm trying to get a card, like a health insurance card for... I think it's you guys. And, uh, I, I, I'm supposed to get health insurance but, like, I, I don't really know if my... It said... Like I tried logging in and setting up the account, but it says my account and dis- is disabled for some reason. And I'm s- I... Like I'm sick. Like I'm sick right now and I've been throwing up, like... I, I threw up like five times yesterday and I threw up twice this morning.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And I-

Speaker speaker\_1: I can possibly email you your ID cards. What's the staffing agency you work for?

Speaker speaker\_0: Uh, it's WorkSource, uh, and it's for Rock-... I work for WorkSource and it's at Rockline in Boonville, Arkansas.

Speaker speaker\_1: Okay. So the WorkSource and the last four of your social?

Speaker speaker\_0: Se- 7643.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code, Kaleb?

Speaker speaker\_0: Uh, yeah. Uh, well, it depends on which one, 'cause I have two addresses.

Speaker speaker\_1: Okay. Um-

Speaker speaker\_0: Um, I, I live... I, I stay at 6701 Dallas Street, Apartment Number 7. And the zip code is Fort Smith, Arkansas 72903.

Speaker speaker\_1: Okay. That's the address I had on file. And confirm your date of birth?

Speaker speaker\_0: August 08, 27, 1997.

Speaker speaker\_1: And I guess the telephone number I have is 479-401-7351?

Speaker speaker\_0: Yes.

Speaker speaker\_1: And the email I have is kalebp538@gmail.com?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. Well, here. Do you mind if I place you in a brief hold while I email you your ID cards?

Speaker speaker\_0: Uh, no, that's fine. You can go ahead and do that.

Speaker speaker\_1: Hello. Are you still there?

Speaker speaker\_0: Yeah. I'm still here.

Speaker speaker\_1: Awesome. Thank you for not holding. So I went ahead and emailed you all of your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker\_0: Yeah. It says, "Thank you for contacting Benefits. Attached is PDF file with a copy of your ID card." So, th- this, this is the health insurance that I'm supposed to be getting through the company?

Speaker speaker\_1: Or that you already have through the company, yes.

Speaker speaker\_0: Yeah, yeah, yeah, yeah. Uh, so it says, uh, for a list of dental providers, um, for a list of medical providers, okay? Uh, okay. Let's see. Okay. Yeah, I got it. Uh, thank you.

Speaker speaker\_1: You're welcome. You have a great day, Kaleb, okay?

Speaker speaker\_0: Is it-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So I can, I can see s- I can see someone today using this card, or using this, uh, online stuff, right?

Speaker speaker\_1: Correct.

Speaker speaker\_0: 'Cause, 'cause I've been sick and I've been trying to get... I've, I've been, like, my, my throat's been hurting. I've been throwing up and I've been trying to see someone because I had to skip out on work last night 'cause I was throwing up all day yesterday.

Speaker speaker\_1: Um, yes, sir. So, like I... Uh, so there are telephone numbers in the email. Um, so once you do call that medical provider number, provide them with your zip code and they can give you a list of providers that will accept the insurance and all of your

information is on those ID cards.

Speaker speaker\_0: All right. I'm at a urgent care right now. That's why I'm a- I'm asking. Thank you. Thank you for-

Speaker speaker\_1: You're welcome. You have... You're welcome. You have a great day, okay?

Speaker speaker\_0: I'll try.

Speaker speaker\_1: All right. Bye-bye.

Speaker speaker\_0: Bye.